Mid America Computer Corporation
Job Description

Job Title: Software Support Representative I   Department: Client Services

Division: MACC   Reports To: Software Support or Training Support Manager

Exempt/Non-Exempt: Non-Exempt   Full-time/Part-time: FT or PT

Revised Date: 04/11/2014   Job Grade: 406

JOB SUMMARY   *Paragraph describing the overall reason the job exists*

Coordinate software support for specific client companies, resolve software questions and opportunities, and work with customers toward business solutions. Accountable for software issue documentation, correspondence, and resolutions.

KEY RESPONSIBILITIES   *List key responsibilities directly related to the Job Summary*

   % of Time

A.   30%   Coordinate software support for assigned client companies, research software issues and questions, ability to track issues using Helpdesk, and provide follow-up to assigned customers.

B.   30%   Coordinate and perform software installations, updates and transmissions.

C.   30%   Communicate with customers, marketing, training, development, management, and technical support staff to explain customer concerns and urgencies.

D.   10%   Coordinate special projects as assigned.

JOB DUTIES   *Beginning with Key Responsibility A, list specific duties which support each key responsibility*

Duty #	Key Resp	Job Duty
1.	A	Listen to customer concerns and provide resolutions as needed. Accountable for tracking and providing resolution of specific client software support issues.
2.	A	Troubleshoot issues for customers, and analyze the best next steps; whether it be

working with other support reps to troubleshoot / research, or working with other departments.

3.   A   Document all calls in Helpdesk by providing complete issues description including analysis of opportunity, detailed error log, attempts to resolve the issue, and severity of the issue. Escalate the issue accordingly.

4.   A   Assign Helpdesk issues to Manager as needed, and work with the software support staff to prioritize the issue as needed.

5.   A   Create work order for RRT assistance where needed

6.   A   Include sufficient issue details, research and resolution in the Helpdesk issue.

7.   A   Follow-up with customers to provide status reports and verify that all issues were resolved to the clients' satisfaction.

8.   A   Document the follow-up attempt, re-open issues or create new issues as needed to ensure customer satisfaction.

9.   B   Complete critical executable upgrades, and verify upgrade.

10.   B   Complete upgrades in a timely manner, paying close attention to timing requirements, critical upgrade steps and severity of the upgrade

11.   B   Run assigned SQL scripts or utilities

12.   B   Remotely connect to clients' networks to research issues, perform upgrades, train customers, and verify information as needed

13.   B   Communicate and demonstrate changes to the customer

14.   C   Assist various MACC associates with software-related issues

15.   C   Keep appropriate MACC personnel abreast of customer issues/concerns

16.   C   Participate in client conference calls or meetings as needed to provide valuable knowledge of customer concerns, issues, and software requests.

17.   C   Communicate with programming staff to give detailed description or information regarding application or database issues

18.   D   Work with Account Managers to explain/clarify software-related issues

19.   D   Coordinate special projects or assigned tasks.

PERSONAL QUALITIES   *Describe the characteristics that exemplify the personal attributes required of employees to effectively integrate into MACC's work environment.*

- Ability to effectively communicate through demonstrated verbal, written, and listening skills.
- Ability to work as part of a team by exhibiting a positive attitude and contributing to a professional environment.
- Ability to demonstrate integrity and solid work ethics.
- Ability to demonstrate a "can do" attitude through recommendations of creative solutions.
- Ability to demonstrate a competitive spirit by respecting established start times, managing allotted break periods, and working additional hours to deliver timely and quality products for potential

sales opportunities and customer retention.

QUALIFICATIONS   *Describe the knowledge, skill, ability, education and experience necessary to perform key responsibilities*

Required:

- Associates degree in business, accounting, computers or related field or equivalent work experience
- Minimum 2 years Customer Service or Software Support experience or equivalent educational experience.
- Working knowledge of Windows workstation operating systems
- Detail-oriented self-starter
- Strong analytical skills
- Able to handle multiple projects simultaneously
- Excellent customer service skills
- Proficient with word processing and spreadsheet applications
- Able to communicate with associates and customers in a professional and courteous manner
- Able to work in a team environment
- Able to work assigned shift

Preferred:

- Previous experience working with MACC customers, Customer Master, and Accounting Master
- Knowledge of common telephony business practices
- Working knowledge of Microsoft SQL and Windows Server
- Working knowledge of relational database management systems and structured query language (SQL)

PHYSICAL REQUIREMENTS   *List the essential functions necessary to perform job duties*

- Regular, reliable attendance
- Able to work at a computer 100% of the time.
- Able to sit for extended periods of time, ranging 90-95% of the work day.
- Able to demonstrate manual dexterity to effectively utilize a personal computer keyboard or similar devices.
- Able to visually view information on a computer monitor, as well as any paper supplied business, documents and manuals.
- Able to effectively communicate through verbal and written communications.
- Able to listen to external and internal customers to determine solutions to meet business needs.
- Able to use telephone for communication purposes.
- Ability to deal with customers that have communicated complaints.
- Able to work a minimum of 40 hours per week.
- Able to physically be on-site to work at the MACC office facilities, if needed
- Able to accommodate a daily work schedule to established start times.

REPORTING RELATIONSHIPS   *List job titles and number of incumbents which report directly to this job*

None